



# OVERVIEW COMMONWEALTH COORDINATED CARE PLUS AND ELECTRONIC SCREENING UPDATE



Audience: Screeners for Long-Term  
Services and Supports - July 2017

# Agenda

## ***CCC Plus Program***

- Key Facts – Managed Care Basics
- Proposed Regional Launch
- Populations and Services
- CCC Plus Waiver Services
- Enrollee Resources

## ***Long-Term Services and Supports Screening***

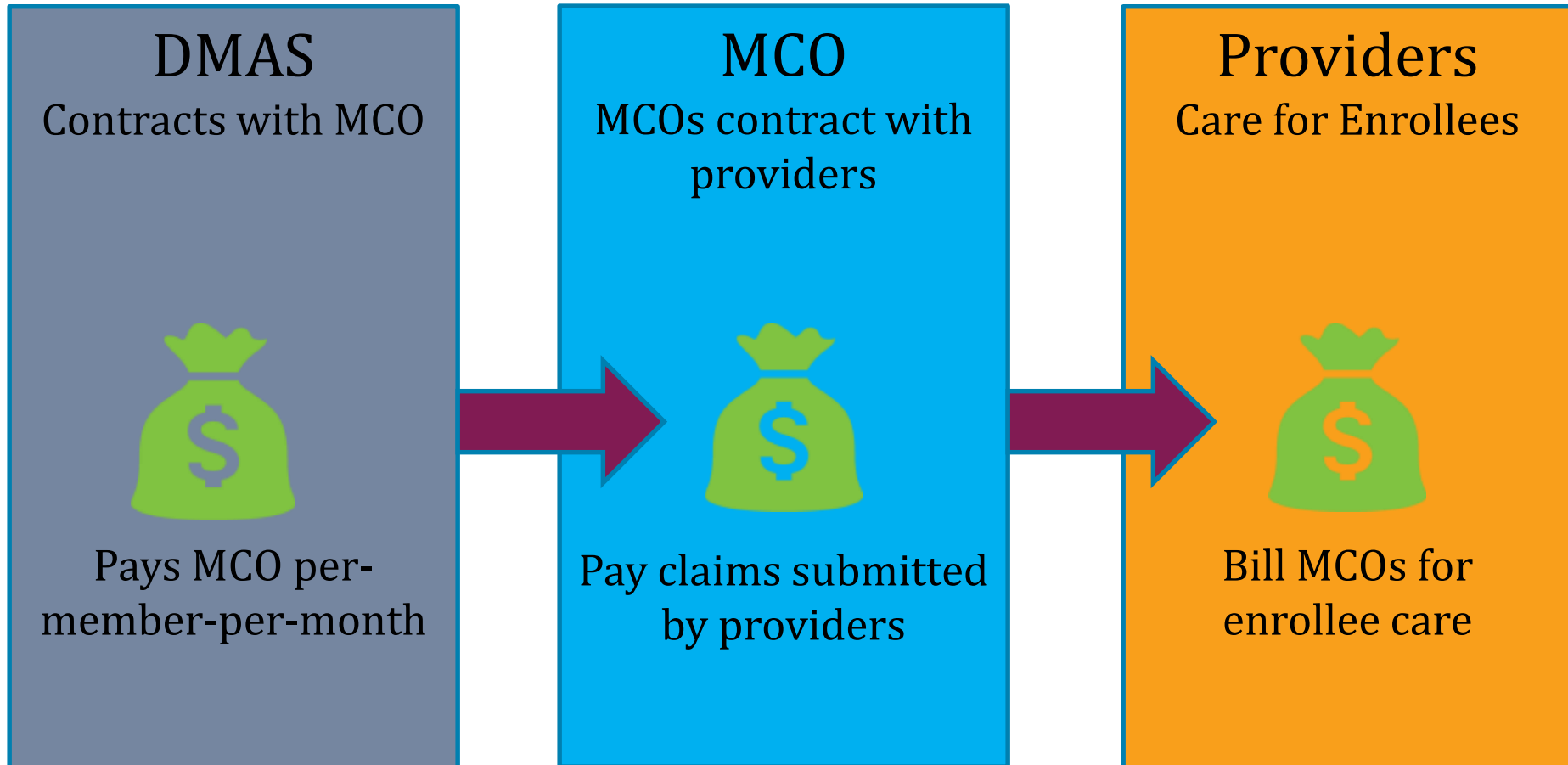
- Requirement for Screenings
- Impact of CCC Plus Program on Screenings
- Helpful Hints

# Overview of Commonwealth Coordinated Care Plus (CCC Plus)

Primary goal is to improve health outcomes

- New statewide Medicaid managed care program beginning Aug 2017 for over 216,000 individuals
- Participation is required for qualifying populations
- Integrated delivery model that includes medical services, behavioral health services and long term services and supports (LTSS)
- Care coordination and person centered care with an interdisciplinary team approach

# Managed Care Basics



# Coordination with Medicare and Medicaid

## Medicare covers:

- Hospital care
- Physician & ancillary services
- Skilled nursing facility (SNF) care
- Home health care
- Hospice care
- Prescription drugs
- Durable medical equipment

## Medicaid covers:

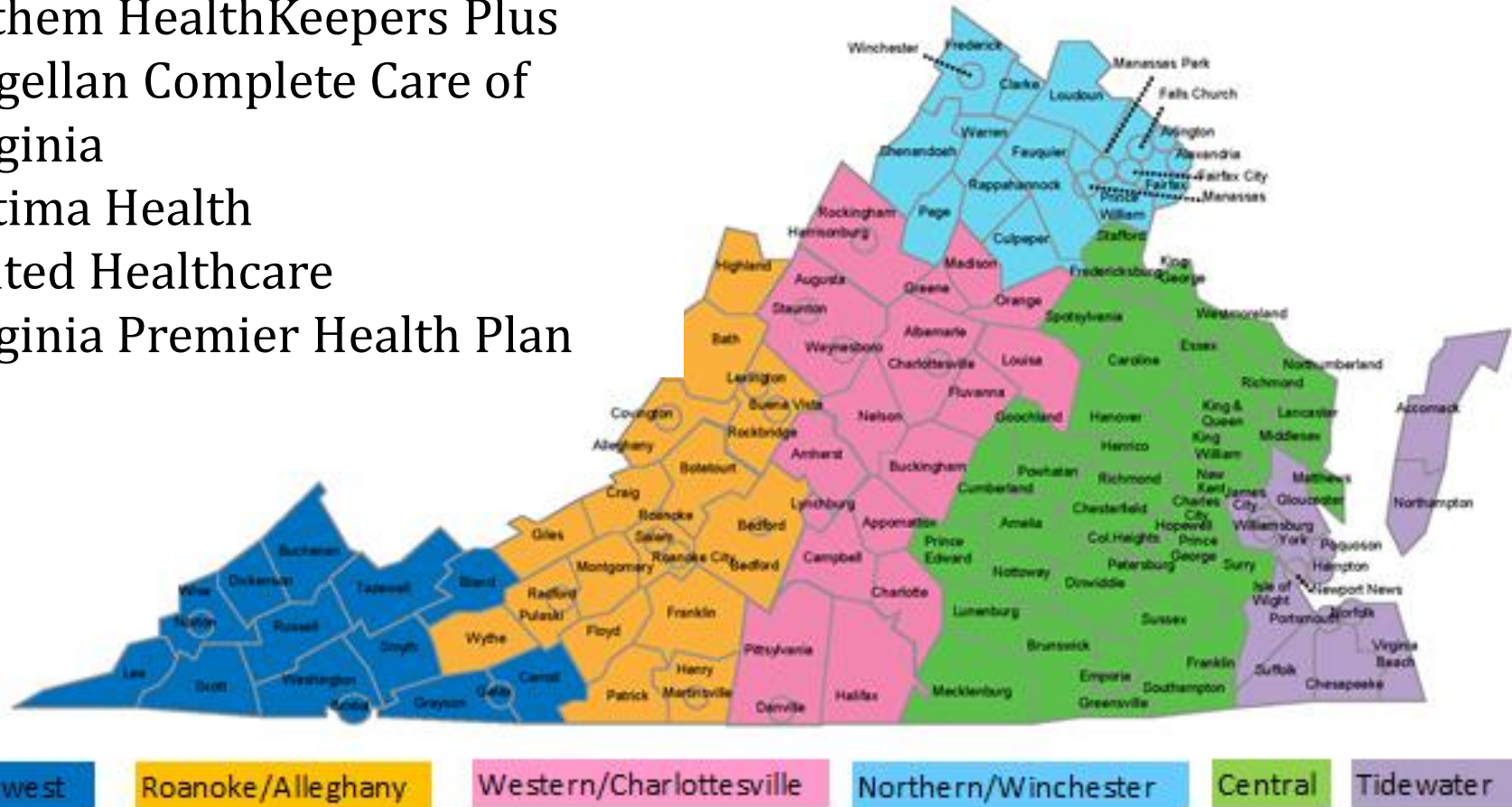
- Medicare Cost Sharing
- Hospital and SNF (when Medicare benefits are exhausted)
- Nursing facility(custodial)
- HCBS waiver services
- Community behavioral health and substance use disorder services
- Medicare non-covered services, like OTC drugs, some DME and supplies, etc.

## CCC Plus covers:

- Medicaid services
- Medicare coinsurance and deductibles
- Coordination with the members Medicare health plan
- Dual Special Needs Plan (DSNP) contracts facilitate care coordination across the full delivery system
- Option to choose the same health plan for Medicare and Medicaid

# 6 Health Plans Contracted Statewide

- Aetna Better Health of Virginia
- Anthem HealthKeepers Plus
- Magellan Complete Care of Virginia
- Optima Health
- United Healthcare
- Virginia Premier Health Plan



A list of CCC Plus regions by locality is available at: [http://www.dmas.virginia.gov/Content\\_pgs/mltss-proinfo.aspx](http://www.dmas.virginia.gov/Content_pgs/mltss-proinfo.aspx)

# CCC Plus Enrollment by Region & Launch Date

Date	Regions	Regional Launch	All Populations
Aug 1, 2017	Tidewater	20,846	46,811
September 1, 2017	Central	23,368	52,698
October 1, 2017	Charlottesville/Western	17,266	30,114
November 1, 2017	Roanoke/Alleghany	11,169	26,014
November 1, 2017	Southwest	12,769	21,767
December 1, 2017	Northern/Winchester	26,450	39,447
January 2018	CCC Demonstration (Transition plan determined with CMS)	28,205	
January 2018	Persons who are Aged, Blind, Disabled (ABD) (Transitioning from Medallion 3.0)	76,778	
<b>Total</b>	<b>All Regions</b>	<b>216,851</b>	<b>216,851</b>

Source: VAMMIS Data; totals are based on CCC Plus target population data as of May 31, 2017



# CCC Plus Populations



- 65 and older
- Adults and children living with disabilities
- Individuals living in Nursing Facilities (NFs)
- Individuals in CCC Plus Waiver (formerly Tech Assisted Waiver and EDCD Waiver)
- Individuals in the 3 waivers serving the DD populations for their non-waiver services.
- \*CCC and Medallion 3 ABD populations transition to CCC Plus



# Excluded Populations

## Limited Coverage Groups

- Governor's Access Plan (GAP)
- Family Planning
- Qualified Medicare Beneficiaries only
- Special Low-Income Medicare Beneficiaries
- Qualified Disabled Working Individuals

## Other Programs

- Members of Medicaid Medallion and FAMIS managed care
- PACE (Program of All –Inclusive Care for the Elderly)
- Money Follows the Person (MFP)
- Alzheimer's Assisted Living Waiver (AAL)
- Health Insurance Premium Payment (HIPP)

# Excluded Populations

## Specialized Settings

- Intermediate Care Facilities for Individuals with Intellectual Disability
- Veterans Nursing Facilities
- Virginia Home
- Psychiatric Residential Treatment Level C
- State facilities: Piedmont, Catawba and Hancock

## Local Government-Owned Nursing Facilities

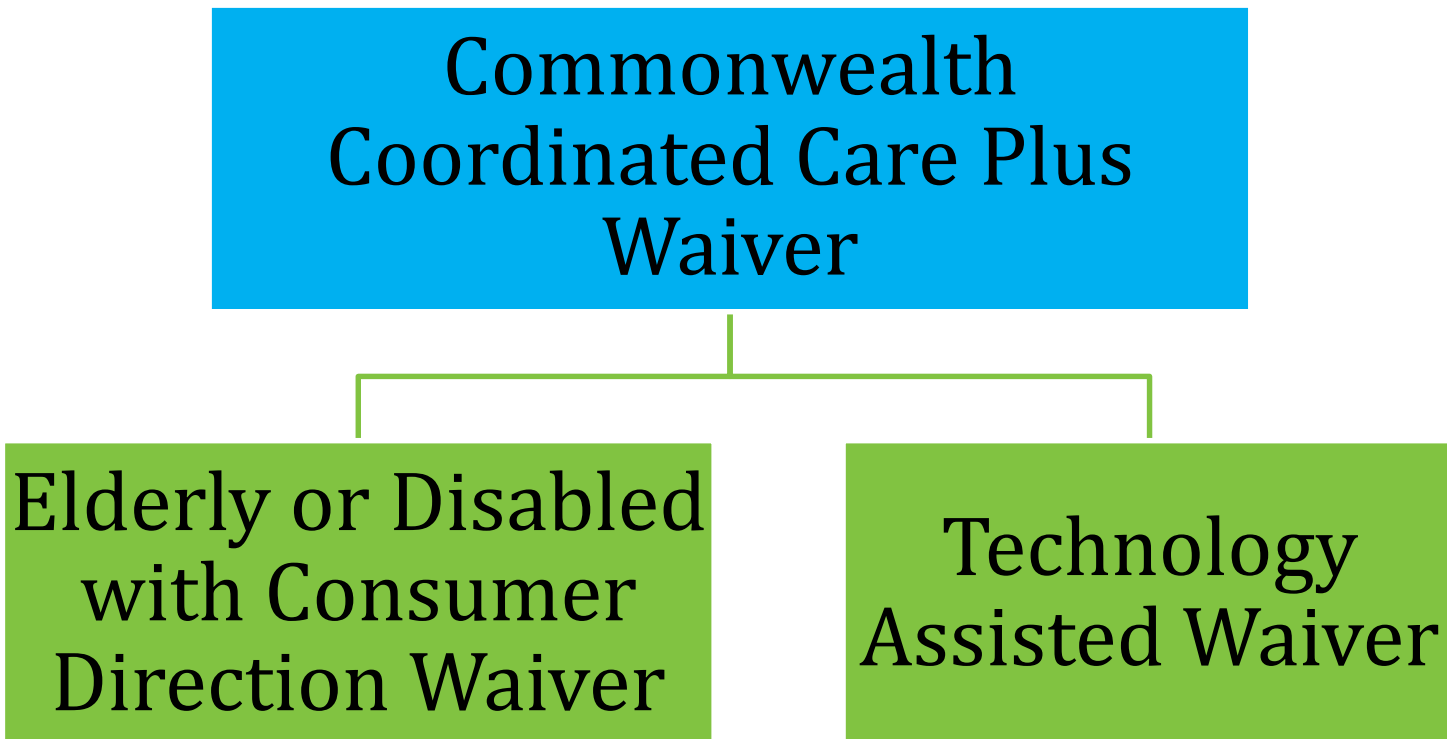
- Bedford County Nursing Home
- Birmingham Green
- Dogwood Village of Orange County Health and Rehabilitation
- Lake Taylor Transitional Care Hospital
- Lucy Corr Nursing Home

## Special Conditions

- Hospice and End Stage Renal Disease
- (CCC Plus enrolled individuals who elect hospice or have ESRD will remain CCC Plus enrolled)

# Commonwealth Coordinated Care Plus Waiver

- Combines EDCD and Tech Waiver Populations
  - Includes Comprehensive Service Array
  - Effective 7/1/2017



# CCC Plus Waiver Services

- Adult Day Health Care
- Personal Assistance Services
- Private Duty Nursing
- Respite care
- Services Facilitation
- Assistive Technology
- Environmental Modifications
- Personal Emergency Response System and Medication and Monitoring
- Transition Services



# Care Coordinator

- Point of *contact for member and health care providers*
- Conducts Health Risk Assessment
- Ensure Individualized Care Plan is developed and updated
- Facilitates Interdisciplinary Care Team meetings
- Monitors services
- Assists with transitions (including those from NFs to Communities)
- For members with disabilities, provides effective communication with health care providers and participates in assistance with decision making with respect to treatment options

# Enrollee Resources

## Options for MCO Problem Resolution



MCO

Contact Care Coordinator

Submit a complaint

Appeal any adverse action or medical decision



DMAS

After MCO appeal process ...  
can appeal through the State Fair Hearing Process



Ombudsman

Contact the Office of the State Long-Term Care Ombudsman for assistance



## Welcome to Commonwealth Coordinated Care Plus (CCC Plus).

Your new Medicaid managed care program.

## Learn ▾

Learn about the CCC Plus program

## Choose ▾

Choose health plans and providers

## Enroll

Change your health plan

### Go to a meeting!

Join us at a **town hall meeting** to learn about the CCC Plus program.

**Find a meeting near you >>**

Listen to a **member conference call** and ask questions about CCC Plus.

**See conference call dates and times. >>**

### It's time to choose a health plan!



Now is the time to choose the best Medicaid health plan for you. You know what your health needs best, so it's better if you choose!

**Get started >**

### Questions?

Call the CCC Plus Helpline. We can help!

**Toll-free number:** 1-844-374-9159

**TTY:** 1-800-817-6608

**Hours of operation:** Monday - Friday, 8:30 a.m. - 6:00 p.m.

We can speak with you in other languages.







Español | 한국어 | Tiếng Việt | 繁體中文 | العربية | Tagalog |  
فارسی | አማርኛ | العربية | Français | Русский | বাংলা | Deutsch |  
हिन्दी | Bhasa-wuqu-po-nyo | Igbo asusu | ede Yoruba

### Looking for the CCC website?

Looking for the Commonwealth Coordinated Care (CCC) program website? CCC will end on December 31, 2017. All CCC members will be enrolled into Commonwealth Coordinated Care Plus (CCC Plus). You will get a letter in November 2017 about your health plan choices. To learn more about CCC Plus, go to Learn.



# CCC Plus Health Plan Added Benefits Comparison

 <p><b>Aetna</b> AETNA BETTER HEALTH OF VIRGINIA</p> <p><b>1-855-652-8249</b> TTY 711</p> <p>www.aetnabetterhealth.com/virginia</p>	 <p><b>Anthem. HealthKeepers Plus</b> Offered by HealthKeepers, Inc.</p> <p><b>1-855-323-4687</b> TTY 711</p> <p>www.anthem.com/vamedicaid</p>	 <p><b>Magellan</b> COMPLETE CARE.</p> <p><b>1-800-424-4524</b> TTY 711</p> <p>www.MCCofVA.com</p>	 <p><b>OptimaHealth</b></p> <p><b>1-888-512-3171 or 1-757-552-8360</b> TTY 711</p> <p>www.optimahealth.com/communitycare</p>	 <p><b>UnitedHealthcare</b> Community Plan</p> <p><b>1-866-622-7982</b> TTY 711</p> <p>www.uhccommunityplan.com</p>	 <p><b>VA Premier</b> Health Plan, Inc.</p> <p><b>1-877-719-7358</b> TTY 711</p> <p>www.vapremier.com</p>
<p><b>Added benefits:</b></p> <p><b>Adult dental</b></p> <ul style="list-style-type: none"> <li>2 exams and cleanings and 1 set of x-rays each year, plus fillings, extractions, root canal and dentures (up to \$525 each year)</li> </ul> <p><b>Adult hearing</b></p> <ul style="list-style-type: none"> <li>Exam and 1 hearing aid each year (up to \$500 each year)</li> </ul> <p><b>Adult vision</b></p> <ul style="list-style-type: none"> <li>Eye exam and \$100 for frames, glasses or contacts each year</li> </ul> <p><b>Phone services</b></p> <ul style="list-style-type: none"> <li>Free cell phone with 350 minutes each month, data and free unlimited texting</li> </ul> <p><b>Wellness programs</b></p> <ul style="list-style-type: none"> <li>Wellness rewards card</li> <li>Regional wellness center</li> </ul> <p><b>Other benefits</b></p> <ul style="list-style-type: none"> <li>No Place Like Home grants for home modifications and rental assistance</li> <li>Memory alarms and devices</li> <li>Community health worker to help with housing, food, employment, community resources and more</li> <li>Diabetic shoes or inserts</li> <li>Meals delivered to your home after discharge, 2 meals each day for 7 days</li> </ul>	<p><b>Added benefits:</b></p> <p><b>Adult dental</b></p> <ul style="list-style-type: none"> <li>2 exams and cleanings and 1 set of x-rays each year</li> </ul> <p><b>Adult hearing</b></p> <ul style="list-style-type: none"> <li>1 exam and up to \$1,000 for hearing aids and unlimited visits for fitting</li> <li>60 hearing aid batteries</li> </ul> <p><b>Adult vision</b></p> <ul style="list-style-type: none"> <li>\$100 for glasses (lenses and frames) each year</li> </ul> <p><b>Phone services</b></p> <ul style="list-style-type: none"> <li>Smartphone with free minutes, data, texts and calls</li> <li>Mobile app to use on the go</li> </ul> <p><b>Wellness programs</b></p> <ul style="list-style-type: none"> <li>Online search tool to find food, jobs and more</li> <li>Online peer support services</li> </ul> <p><b>Other benefits</b></p> <ul style="list-style-type: none"> <li>More than 25,000 providers statewide to choose from</li> <li>12 rides to community events, grocery stores, hair salons and more</li> <li>Healthy Rewards Gift Card program</li> <li>\$50 for assistive devices and \$50 for walker and wheelchair accessories</li> <li>HEPA-grade air purifier</li> </ul>	<p><b>Added benefits:</b></p> <p><b>Adult dental</b></p> <ul style="list-style-type: none"> <li>2 exams and cleanings and 1 set of x-rays each year (up to \$1,500 each year)</li> </ul> <p><b>Adult vision</b></p> <ul style="list-style-type: none"> <li>\$150 for glasses or contact lenses every two years</li> </ul> <p><b>Phone services</b></p> <ul style="list-style-type: none"> <li>Free smartphones for texts and appointment reminders</li> </ul> <p><b>Wellness programs</b></p> <ul style="list-style-type: none"> <li>Rewards for healthy behaviors</li> <li>Help to quit smoking</li> </ul> <p><b>Other benefits</b></p> <ul style="list-style-type: none"> <li>Fresh meals delivered to your home after discharge</li> <li>Environmental and home modifications</li> <li>Supportive employment services</li> <li>Online, interactive cognitive behavioral therapy support</li> <li>Community Connections online directory of community services and organizations</li> </ul> <p><b>Enhanced short-term services for all members, when needed</b></p> <ul style="list-style-type: none"> <li>Personal care attendant</li> <li>Respite care</li> <li>Caregiver training and support</li> </ul>	<p><b>Added benefits:</b></p> <p><b>Adult dental</b></p> <ul style="list-style-type: none"> <li>1 exam, cleaning and set of x-rays each year</li> </ul> <p><b>Adult hearing</b></p> <ul style="list-style-type: none"> <li>Annual hearing exam</li> <li>1 hearing aid for each ear every 36 months</li> </ul> <p><b>Adult vision</b></p> <ul style="list-style-type: none"> <li>Annual exam and refraction</li> <li>Discounts on eye glasses</li> </ul> <p><b>Phone services</b></p> <ul style="list-style-type: none"> <li>Free cell phones with 350 minutes and unlimited texting</li> </ul> <p><b>Wellness programs</b></p> <ul style="list-style-type: none"> <li>Help to quit smoking</li> <li>Weight management</li> <li>Wellness rewards</li> </ul> <p><b>Other benefits</b></p> <ul style="list-style-type: none"> <li>Individualized, fully-integrated program with a state-wide network of providers</li> <li>Assistive devices</li> <li>Extended respite for caregivers</li> <li>Diabetic foot care</li> <li>Memory alarms and devices</li> <li>Pest control</li> <li>Meals delivered to your home after discharge from inpatient hospital or nursing facility, 2 meals each day for 7 days</li> </ul>	<p><b>Added benefits:</b></p> <p><b>Adult dental</b></p> <ul style="list-style-type: none"> <li>2 exams and cleanings and 1 set of x-rays each year</li> </ul> <p><b>Adult vision</b></p> <ul style="list-style-type: none"> <li>Eye exam each year and frames and lenses every 2 years if needed</li> </ul> <p><b>Phone services</b></p> <ul style="list-style-type: none"> <li>Free smartphone with 350 minutes each month, unlimited texting, and pre-programmed contacts for benefit and NurseLine support</li> </ul> <p><b>Wellness programs</b></p> <ul style="list-style-type: none"> <li>Alere Quit For Life program and resources to quit smoking or tobacco use</li> <li>Weight Watchers: 10 meeting vouchers each year, resources for healthy eating and weight loss</li> </ul> <p><b>Other benefits</b></p> <ul style="list-style-type: none"> <li>Baby Blocks prenatal care rewards for attending prenatal and baby's appointments</li> <li>Health4Me® free mobile app for health tips, reminders and care team secure messaging</li> <li>Meals delivered to your home after discharge from inpatient hospital or nursing facility, 2 meals each day for 7 days</li> </ul>	<p><b>Added benefits:</b></p> <p><b>Adult dental</b></p> <ul style="list-style-type: none"> <li>Exams, cleanings and x-rays each year</li> </ul> <p><b>Adult vision</b></p> <ul style="list-style-type: none"> <li>Eye exams plus up to \$100 for lenses or frames</li> </ul> <p><b>Phone services</b></p> <ul style="list-style-type: none"> <li>Wellpass program with free smartphone, unlimited texting, and minute and data packages</li> </ul> <p><b>Wellness programs</b></p> <ul style="list-style-type: none"> <li>Exercise at YMCA, YWCA and Curves</li> <li>Smoking cessation services and resources</li> <li>Healthy Heartbeats prenatal and postpartum wellness program</li> </ul> <p><b>Other benefits</b></p> <ul style="list-style-type: none"> <li>Chronic disease management including self-management education classes</li> <li>Gift card rewards for wellness and preventive activities</li> <li>Online tools for accessing health plan services</li> <li>Meals delivered to your home after discharge from hospital or nursing facility for up to 14 days</li> </ul>

# CCC Plus Program

**For Complete CCC Plus Overview Presentation and  
More CCC Plus Information . . .**

**[http://www.dmas.virginia.gov/Content\\_pgs/mltss-  
home.aspx](http://www.dmas.virginia.gov/Content_pgs/mltss-home.aspx)**

**Send CCC Plus questions, comments, and suggestions  
to:**

**[CCCPlus@dmas.virginia.gov](mailto:CCCPlus@dmas.virginia.gov)**

## Screenings for Long-Term Services and Supports (LTSS)\*\*

- ✓ Code of Virginia § 32-1.330 requires the Department of Medical Assistance Services to ensure that each individual meets the criteria for level of care (need) in order for those services to be paid for by Medicaid.
- ✓ DMAS uses an electronic system, ePAS, to document and pay claims for LTSS screenings.

\*\* Formerly referred to as Preadmission Screening (PAS)

# CCC Plus Waiver and Screenings

- ✓ With CCC Plus Program implementation, there is no change in the screening process for Medicaid funded LTSS.
- ✓ Community and hospital based teams will:
  - Continue to receive requests for screenings;
  - Complete screenings according to the DMAS Screening Manual, Chapter IV; and,
  - Report screening outcomes in ePAS.

# CCC Plus and Screenings

- ✓ The Screening Team will fully discuss with the individual the choice between:
  - home and community based services (CCC Plus Waiver, PACE where available, or Alzheimer's Assisted Living Waiver),  
**OR**
  - institutional care (nursing facility).
- ✓ The Screening Team continues to document the individual's choice on the DMAS 96 and 97 using ePAS.

# Completion of the Screening

Screening Teams should refer an individual and provide screening documents as follows:

- Fee for Services (FFS) – If the individual is NOT enrolled in the CCC Plus Program, continue to refer to the selected Medicaid enrolled LTSS provider.
- CCC Plus Program – If the individual is enrolled in CCC Plus, the screening documents should be faxed to the individual's selected CCC Plus Health Plan.



# Coordinating with the Individual

- ✓ The individual continues to be the center of the planning and service delivery process.
  - The screening team takes the lead up to and throughout the screening and the individual's selection of home and community based services or institutional services', and referral process.
  - The Care Coordinator leads after the screener faxes the screening package to the CCC Plus Health Plan for provider selection.



# Referrals to CCC Plus Health Plan

- ✓ The care coordinator will contact the individual, or caregiver as appropriate, and discuss services and available service providers (CCC Plus Waiver Services listed on slide 12), or choice of nursing facilities.

## Note:

*Service definitions have not changed for the CCC Plus Waiver*



# CCC Plus Health Plan Contacts for Screeners

CCC Plus Health Plan	FAX Number for Screening Documents	Care Coordination Phone Number
Aetna Better Health of Virginia	844-459-6680	855-652-8249
Anthem HealthKeepers Plus	844-864-7853	855-323-4687 (Option 4)
Magellan Complete Care of Virginia	866-210-1523	800-424-4524
Optima Health Community Care	757-351-0633	866-546-7924
UnitedHealthcare Community Plan	855-770-7088	877-843-4366
Virginia Premier Health Plan	877-794-7954	877-719-7358 press option 3-3-2-1

# When in Doubt – Please Ask!

## *Resources*

- ✓ General Questions Related to the CCC Plus Managed Care Program can be e-mailed to:  
[CCCPlus@dmass.virginia.gov](mailto:CCCPlus@dmass.virginia.gov)
- ✓ CCC Plus Program Overviews, Updates and Events:
  - [http://www.dmass.virginia.gov/Content\\_pgs/mltss-proinfo.aspx](http://www.dmass.virginia.gov/Content_pgs/mltss-proinfo.aspx)
- ✓ Virginia Medicaid Provider Portal:
  - <https://www.virginiamedicaid.dmass.virginia.gov/wps/portal>
- ✓ Questions about screening - refer to the provider manual

# Summary

- ✓ The CCC Plus Program combines health care with long-term services and supports;
- ✓ LTSS screeners will continue to determine need for LTSS using DMAS criteria;
- ✓ The health plan care coordinator will follow up with the individual after the screening within no more than 5 business days.



# Thank you!